

ANNUAL REPORT: 2010



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MEMPHIS ANIMAL SERVICES

Administrator's Report

Matthew Pepper

What an amazing year!

2010 was filled with promise and hope. Memphis Animal Services is committed to being an organization that represents the values of the citizens.

This year has been filled with change and progress. We started by implementing a comprehensive policies and procedures manual that will allow us to keep our practices in line with the best procedures available to in our field.

We have actively recruited highly qualified individuals to fill the vacancy left behind by the previous administration.

One of the accomplishments we are most proud of from 2010 is our outreach. We worked very closely with Ona Cooper, Professor Paws, this year to reach children and spread the message of responsible pet ownership to countless children in the Memphis School System.

That is only one aspect of our comprehensive outreach program this past year. We worked hard to develop relationships that will help promote adoptions and placement. This past year was full of successful events from the opening of the city's off-leash dog park and the Memphis Redbirds "Bark in the Park" to our regular events at two Hollywood Feed locations and the PetCo on Poplar.

Perhaps most impressive are the results. Slowly but surely we are changing this community's perception about what we are and what we can be. In 2010 we increased our adoptions by 7.3% and reduced our euthanasia by 4.2%. That may seem insignificant but that 4.2% equates to 1,349 less animals euthanized.

So what does all this mean?

It means we are committed

to this community and the animals we share it with. It means that the community is willing, able and ready to become actively involved in our mission. It means a start to great things.

2010 was a great year in many ways. 2011 will be a banner year. We have already solidified partnerships to promote adoptions with the Pink Palace Family of Museums and the Memphis Redbirds. We have scheduled some exciting events for early in the year. We are actively working with other organizations to advance our field program to ensure that we provide exemplary services in all aspects of our operation.

Good programs required active citizens; be active, be involved. Thank you all.



Memphis Animal Services

3456 Tchulahoma Rd.

Memphis, TN 38118

901-363-1416

Matthew Pepper

Administrator

Chelton Beamon

Operations Manager

Public Services and Neighborhoods: Administration

Memphis Animal Services is one department in the diverse Public Services and Neighborhoods Division. The division is led by the vision and leadership of Director Janet Hooks and Deputy Director LaSonya Hall. The Administration actively participates in our activities and shares our goal of being a leader in the field of animal care and control locally, regionally and nationally.

Division of Public Services and Neighborhoods:

125 N. Main, Suite 200
Memphis, TN 38103
901-576-6564

Janet Hooks

Director

Dr. LaSonya Hall

Deputy Director



"A leader is a man
who knows the way,
goes the way and
shows the way"

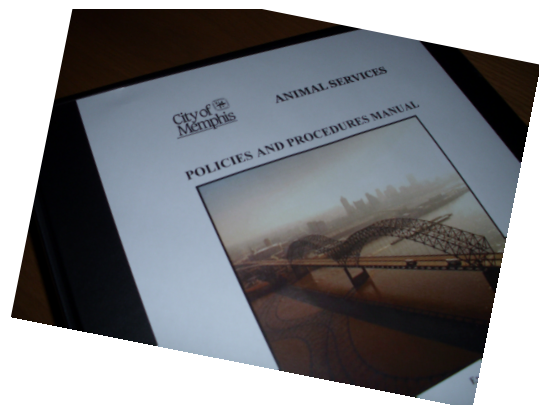
John C. Maxwell



Policies and Procedures Manual

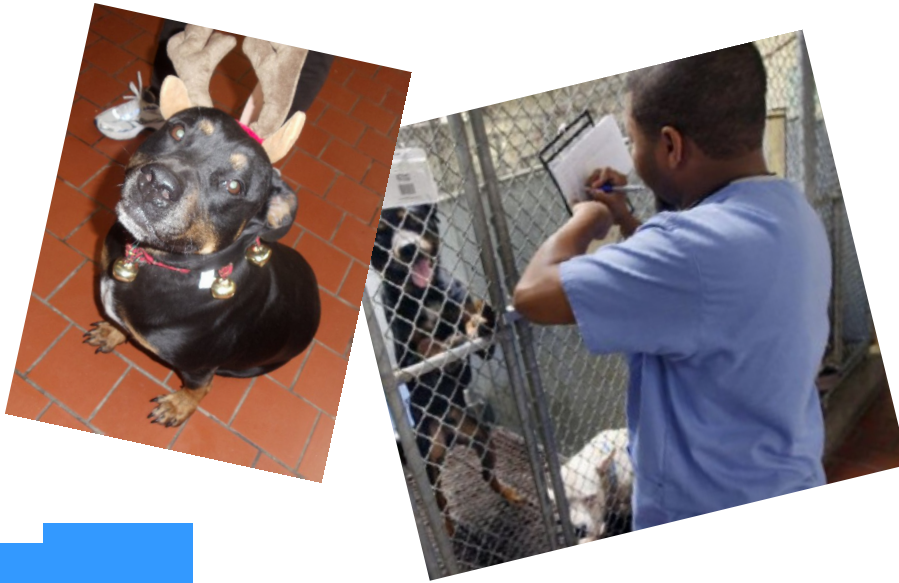
In 2010, Memphis Animal Services developed and dispersed a comprehensive policies and procedures manual. The manual is intended to outline the expectations of each employee and further provide a resource to the staff. The manual covers general expectations and performance as well as specific information, guidance and guidelines for the clerical, shelter and field operations.

The manual will be continually revised and reviewed in order to keep our practices, policies and procedures in line with the best practices in the field of animal care and control.



Shelter Operations: Overview

Memphis Animal Services is committed to maintaining a clean and humane shelter for the animals whose care we are charged with. We strive to implement best practices whenever possible and are constantly reviewing our practices to determine how we can best serve the community, the people and the animals.



Shelter Supervisor

Terry Gibson (interim)

Sr. Animal Services Technician

Tracy Dunlap

Animal Services Technician

Glenn Andrews

Archie Elliott

Beth Garrison

Kirby Hankins

Shana Jackson

Glenn Lanton

Frank Lightfoot

Stacy Miller

Billy Stewart

Willie White

"A dog wags its tail
with its heart"

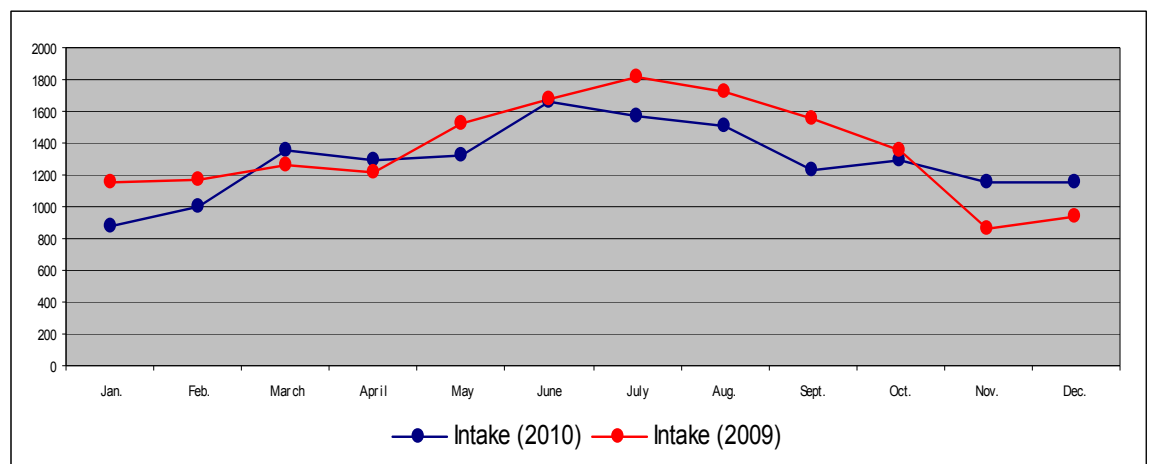
Martin Buxbaum

The Shelter Supervisor and Animal Care Technicians are responsible for providing care and humane housing for the animals at the Memphis Animal Shelter. Their responsibilities include feeding, cleaning and sanitizing of housing areas, monitoring, euthanasia and the facilitation of adoptions and redemptions.

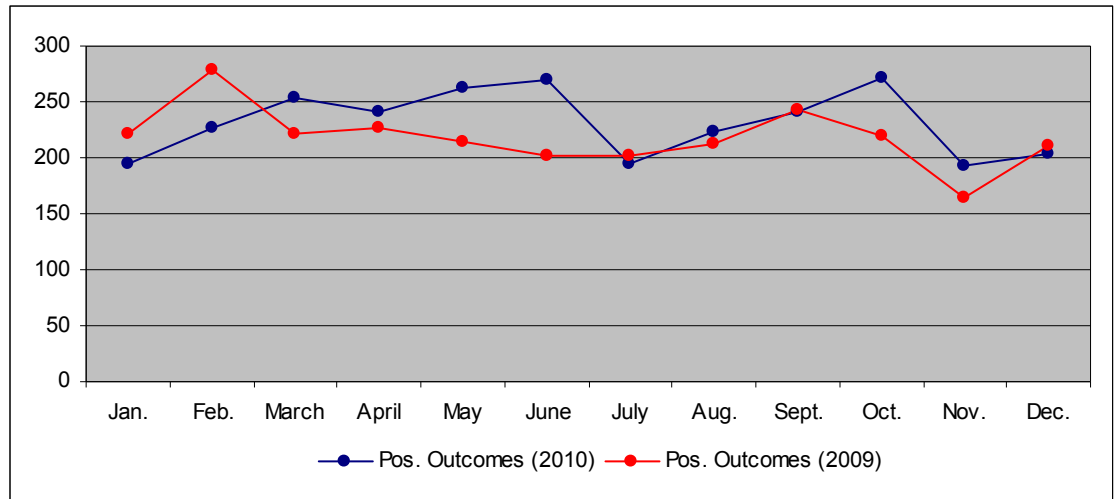
With, on average, around 16,000 animals entering our facility annually this can be a daunting task for the compliment of 12 Animal Care Technicians. We, as a team, are committed to providing the best care possible, consistently, to all animals to the extent our resources allow us.

Animal Intake

2010 Intake: 15,401



Shelter Operations: Placement



Positive Outcomes: The compilation of adoptions, transfers and redemptions

A SPECIAL 'THANK YOU'
FROM ALL OF US AT
MEMPHIS ANIMAL
SERVICES TO THE
VOLUNTEERS AND
RESCUE GROUPS WHO
HELPED US SAVE MORE
THAN 2,700 ANIMALS
THIS YEAR...

WE COULD NOT HAVE
DONE IT WITHOUT YOU.

WITH YOUR HELP WE
ANTICIPATE AN
AMAZING 2011

2010

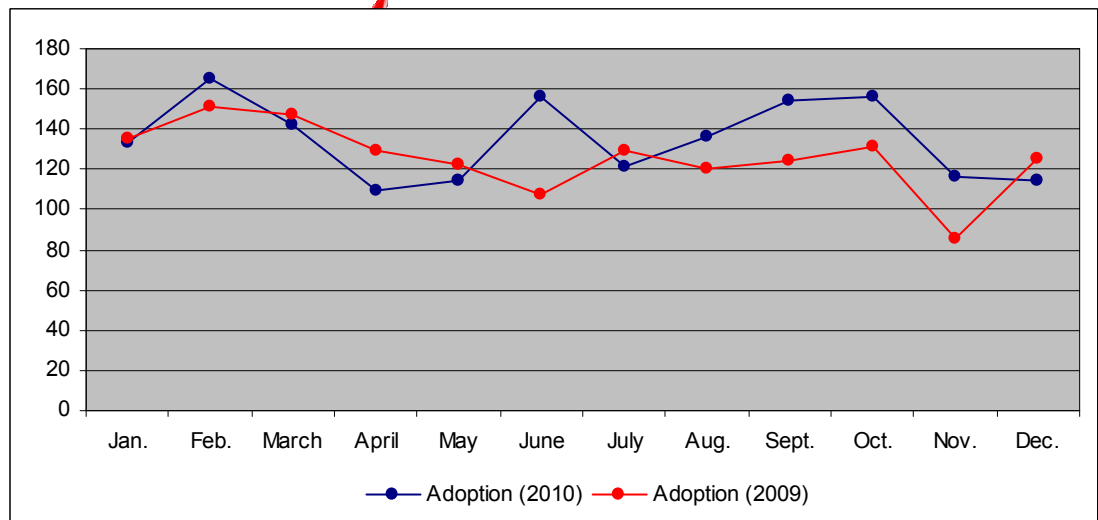
Adoptions: 1616
Transfers: 243
Return to Owner: 917

2009

Adoptions: 1504
Transfers: 94
Return to Owners: 1014



7.3% INCREASE IN ADOPTIONS



Shelter Operations: Euthanasia

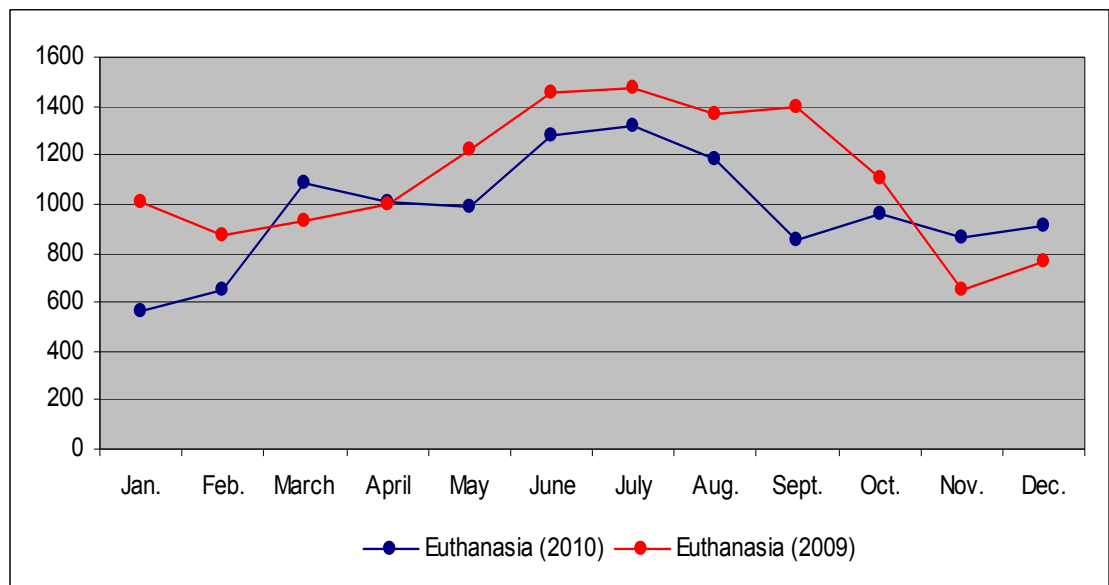
Euthanasia is unfortunately a reality for high volume open intake municipal animal shelters. We at Memphis Animal Services do believe that, with your help and the help of local, regional and national animal advocates, we can eliminate the euthanasia of healthy, friendly animals.

Through responsible placement and adoption/rescue programs we have been able to post a 4.2% reduction in the euthanasia rate from 2009 to 2010. While that may seem insignificant it is a positive step in the right direction. That 4.2% equates to 1,349 less animals euthanized in 2010 compared to 2009. We are committed to continuing this trend.



"The love for all living creatures is the most noble attribute of man"

Charles Darwin



2010

Total Euthanasia: 11906

Euthanasia Rate: 77.3%

2009

Total Euthanasia: 13255

Euthanasia Rate: 81.5%



Veterinary Clinic Operations: Overview

Veterinary Medical Director

Rebecca Coleman, DVM

Veterinarian

vacant

Animal Services Technician

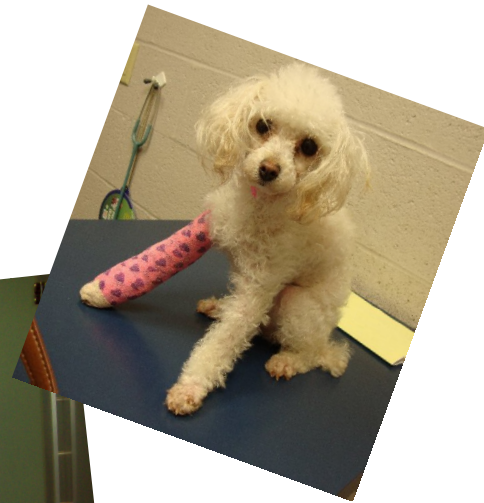
Glenn Andrews

Beth Garrison

Under the direction of the Veterinary Medical Director the clinical aspect of our operation is responsible for preparing and performing sterilization surgeries, monitoring the population's health, preparing examinations for prosecution purposes among many other valuable services.

Evaluations performed by our veterinary clinic staff and the Veterinary Medical Director directly impact the prosecution of individuals charged with animal cruelty and neglect

GREAT JOB!



Clerical Operations: Overview

The Administrative Supervisor and clerical staff are charged with the intake of calls to the facility and data entry. They are the primary contact at the shelter for customer service and assistance.

Administrative Supervisor

Mary Daniels

Administrative Secretary B

Vacant

General Clerk B

Pamela Carter

Brandy Jackson

Vincetta Jackson

Carla Jones

William King



Field Operations: Overview

The field program is responsible for protecting the citizens of Memphis from animal related injury and disease and protecting our community's animals against acts of cruelty and neglect.

Fully staffed, Memphis Animal Services employs 18 Animal Services Officers. These officers respond to more than 22,000 calls for service. Animal Services Officers are available to respond to emergencies 24 hours a day 7 days a week.

Memphis Animal Services Officers work to make Memphis a safer place for the citizens and the animals 24 hours a day, 7 days a week, 365 days a year.

We are here for you!



Field Supervisor

David Johnson

Sr. Animal Services Officer

Ralph Mickens

Animal Services Officer

Marandia Benton

Anquan Bledsoe

Rhonda Braden

Andrea Davis

Adrian Dest

Christopher Henderson

Demetria Hogan

Darrell Hudson

Roshonda Johnson

Kimberly Lockett

Carol Lynch

John Morgret

Tracey Russell



Professionalism in performance and appearance

In 2010, Memphis Animal Services changed the appearance of our Animal Services Officers to be more recognizable and professional in appearance.

If you see an Animal Services Officer in your neighborhood, remember, they are there for your protection.



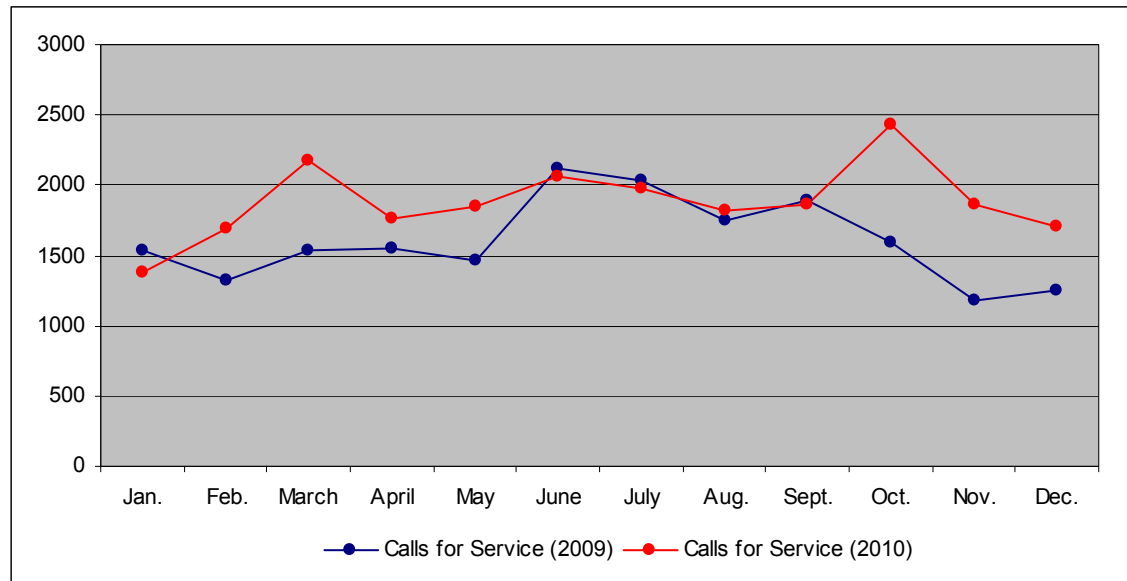
City of
Memphis



Field Operations: Calls for Service

Memphis Animal Services has a full complement of 17 Animal Services Officers, 1 Sr. Animal Services Officer and the Field Supervisor to provide effective and efficient services to the public. Memphis Animal Services Officers protect our community 24 hours a day, 7 days a week, 35 days a year.

In 2011 we are committed to recruiting and hiring the most qualified candidates to maintain our complement and give us the resources to provide our field services to the citizens of Memphis at a high level.



Memphis Animal Services can receive well over 100 calls for service in a day

2010 Calls for Service: 22,587

2009 Calls for Service: 19,220

17.5 % INCREASE IN 'CALLS FOR SERVICE'

City of
Memphis



Citizen Satisfaction Survey

Memphis Animal Services is committed to becoming a valuable resource to the citizens of the City of Memphis. We are constantly striving to improve our program to better provide the valuable services we offer. In 2010, Memphis Animal Services embarked on a project to determine where we stand in terms of customer service and the delivery of services to the citizens of Memphis.

The results were encouraging...

TOTAL RESPONSES: 397

Were you greeted in a reasonable time by a representative of Memphis Animal Services?

YES **99.4%** NO **0.6%**

Was the representative courteous and professional?

YES **100%** NO **0%**

Was the representative helpful and knowledgeable?

YES **99.3%** NO **0.7%**

Were the conditions clean and sanitary?

YES **98.9%** NO **1.1%**

Did you believe the conditions to be humane?

YES **98.9%** NO **1.1%**

How would you rate your overall experience? (10 - excellent, 1 - poor)

1 2 3 4 5 6 7 8 **9** 10



8.3

Average overall experience rating
from citizens visiting the Memphis
Animal Shelter

"Well done is better
than well said"

Benjamin Franklin

Off-Site Adoptions

Memphis Animal Services is committed to not only providing a clean and humane environment at the Animal Shelter but bringing our services and the reality of responsible pet ownership to the citizens.

In 2010, Memphis Animal Services partnered with the following organizations and events to place animals into permanent, loving homes;



PetCo (Poplar): 1st Saturday of every month

Hollywood Feed (Broad): 2nd Saturday of every month

Hollywood Feed (Poplar): 4th Saturday of every month

Memphis Redbirds: Bark in the Park

City of Memphis: opening of the off-leash dog park

Blessing of the Animals

First United Methodist Church

Immaculate Conception Church

Tennessee Week for the Animals: Woofstock

"Volunteers do not necessarily have the time, they just have the heart"

Elizabeth Andrew

Friends of Memphis Animal Services



The Friends of Memphis Animal Services is a 501(c)3 non-profit organization comprised of volunteers who are committed to promoting adoptions, responsible pet ownership, pet retention and supporting the Memphis Animal Shelter its various endeavors.

Through generous donations the Friends of Memphis Animal Services are able to assist the shelter and various citizens needing their help.

If you want to help please consider donating to:

Friends of the Memphis Animal Shelter, Inc. (FMAS)

P.O. Box 171391 Memphis, TN 38187

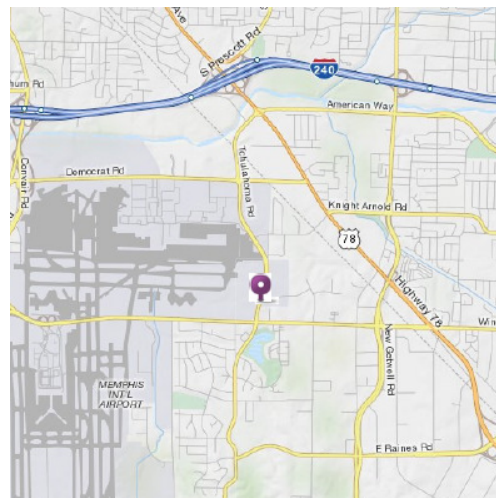
info@friendsofmemphisanimalshelter





Memphis Animal Services

3456 Tchulahoma Rd.
Memphis, TN 38118



CONTACT INFORMATION:

www.memphistn.gov

Phone: 901-362-5310

Fax: 901-362-6876

HOURS OF OPERATION:

Monday: Closed

Tuesday: 10:00 AM - 7:00 PM

Wednesday: 10:00 AM - 5:00 PM

Thursday: 10:00 AM - 7:00 PM

Friday: 10:00 AM - 5:00 PM

Saturday: 10:00 AM - 5:00 PM

Sunday: Closed

